

Discrepancy Updates

1. SWICA

SWICA compares wages in CARES Worker Web (CWW) to wages reported for a past period of time; SWICA discrepancies contain historical information that must be investigated. The past dates and historic information on the case must be reviewed; do not refer to current information on the case.

Example:

SWICA discrepancies created on 1/30/15 relate to information from 7/01/14 – 09/01/14.

Creation Date	Discrepancy Type	Individual
01/30/2015	SWICA Wage match discrepancy - SWICA	32F PP
Program Area	Status	Comment
IM	Waiting for Customer Info	
W-2	Not Started	

SWICA Discrepancy Details

Individual Information									
PIN:	Name:	Updated Date: 01/30/2015							
Case:	Discrepancy on other Case:	NO							
SWICA Wage Details									
Report Quarter:	3/14								
Quarter Begin:	07/2014	Quarter End: 09/2014							
Total CARES Wages this quarter:	\$								
SWICA Employer Information									
SWICA Employer ID	SWICA Employer Name	Quarterly SWICA Amount							
197940	GREEN BAY DRESSED BEEF LLC	\$9,500.00							
844844	Z'S TACO HUT LLC	\$69.00							
Tolerance Details (Individual Level Depending on Program)									
FPL Details (Assistance Group Level)									
Assistance Group	Sequence	Benefit Month	Converted/Monthly SWICA Wage	CARES Wage	Employment Difference (SWICA - CARES)	CARES Gross Income	New Gross Income (CARES Gross Income + Employment Difference)	FPL Amount	FPL Test
FS	01	07/2014	\$3,165.13	\$0.00	\$3,165.13	\$0.00	\$3,165.13	\$2,116.00	Fail
FS	01	08/2014	\$3,165.13	\$0.00	\$3,165.13	\$608.00	\$3,773.13	\$2,552.00	Fail
FS	01	09/2014	\$3,165.13	\$0.00	\$3,165.13	\$608.00	\$3,773.13	\$2,552.00	Fail

Match Date MM/DD/YYYY Go

Close

SWICA Creation Date	Months Covered	Quarter Covered
1/30/2015	July 2014 – September 2014	2014 Q3
5/8/2015 (2 week delay)	October 2014 – December 2014	2014 Q4
7/31/2015	January 2015 – March 2015	2015 Q1
10/30/2015	April 2015 – June 2015	2015 Q1

2. Case Comments:

Best Practice: Accurate and thorough case comments provide information needed to summarize appropriate actions were taken to resolve the discrepancy. Please include time frames and income information reviewed.

3. Withdraw Requested:

Discrepancies should not be requested to be “withdrawn” but rather researched and completed; for this reason, W-2 agencies are not allowed to withdraw them. If you believe a discrepancy was created in error, please contact the W-2 Help Desk to investigate potential system or logic errors. For these, please indicate a resolution status of, “Resolved – No Impact”.

4. Milwaukee Default FEP:

There is a known error that discrepancies that set for the default FEP in every Milwaukee, are setting to the same FEP ID for Maximus. The temporary fix is to have XMX155 communicate with the other agencies W-2 CARES Coordinators to resolve.

Update: The discrepancy project created default FEPS by county. Since Milwaukee has four agencies we were not able to support having Milwaukee default FEP supported by office number for the March release. As a temporary solution we will have Deloitte run a nightly SPUFI that will correctly assign all Milwaukee discrepancies that have no current FEP to the correct Default FEP for each region. We will have a county wide dummy default FEP ID created that will be used to assign all discrepancies identified for the default FEP and each evening the SPUFI will remove those cases from the dummy default FEP ID and correctly assign them to each of the four agencies default FEPS.

All discrepancies inappropriately assigned to XMX155 will be reallocated accordingly on June 30, 2015.

5. Discrepancy Resolution Walk-Through:

The purpose of this meeting is to walk through the screens and actions needed to resolve all W-2 discrepancies, as well as answer questions and address common issues I'm seeing.

- Please send agenda suggestions to [Amber Hardin](#) by Monday, June 29th for consideration. I will send an agenda to all on Monday, July 6th.

6. Discrepancy Monitoring Results and Next Steps

The BWF and BRO managers met on June 10 and discussed corrective action for overdue discrepancies. They have decided to wait a month to see if agencies can get a handle on processing these discrepancies timely. We are hopeful that the activities over the next month will resolve the issue of untimely processing of discrepancies.

Activities over the next month:

- RAs/RCs can view the dashboard to track how agencies are doing on completing discrepancies timely. If you need help viewing the dashboard, refer to Ops Memo 15-J2 or contact Amber Hardin.
- Amber will email data about completed discrepancies biweekly.
- Amber will talk about common errors agencies are making when resolving discrepancies at W-2 Systems Subcommittee Meeting on June 18.
- Amber will lead a webinar on July 8 that will describe how to resolve discrepancies.

- Agencies sent a plan that describes what steps their agency will take to make sure discrepancies are processed timely. These plans are in review with management, if additional information is needed agencies will be contacted.
- RAs/RCs should be following with their agencies over the next 30 days to make sure agencies are getting the discrepancies completed on time.
- Amber will continue to review samples of resolved discrepancies for each agency and follow up with the agencies if there issues. Amber will copy the RAs/RCs.